Why am I receiving the message "We cannot reach your institution to verify your credentials. Try again later."?

Symptom

- You receive the error "We cannot reach your institution to verify your credentials. Try again later." when logging into WorldShare or Tipasa

Applies to

- WMS or Tipasa sites using LDAP as the authentication method.

Resolution

This error happens when your IT changes or updates your LDAP server domain and/or port number.

1. Take a full-page screenshot of the page with the error message. The screenshot should include the URL address bar and the time on your clock.
2. Verify with your IT department the domain name and the port of your LDAP server.
3. Ask your IT department if they can send you the LDAP connection logs from the time you had the problem.
4. Contact OCLC Support with this information.

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